

Government of
Newfoundland and Labrador

PROGRAMS AND SERVICES
For Individuals and Families

An Initiative of the Poverty Reduction Strategy



May 2011

Government of
Newfoundland and Labrador

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online version of the guide is regularly updated.
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This Guide is also available in alternate formats. To
obtain copies please contact the address above.

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Introduction

The Government of Newfoundland and Labrador's Poverty Reduction Strategy is a government-wide initiative to prevent, reduce and alleviate poverty. Our primary goal is to transform Newfoundland and Labrador from a province with the most poverty to one with the least.

One of the goals of the Poverty Reduction Strategy is to increase awareness of existing programs and services for persons and families with low incomes. This Guide can help people find out what Provincial Government programs and services are available to them.

For more information about Provincial Government programs and services not listed in this guide, please visit the Government of Newfoundland and Labrador's website at www.gov.nl.ca.

Programs are listed within seven major groups:

- 1 Financial Help
- 2 Housing, Shelter and Home Supports
- 3 Education and Learning Help
- 4 Employment (Job) Help
- 5 Medical, Health and Wellness
- 6 Justice Help
- 7 Other Services of Interest

Programs are also broken down by who is eligible for them: General, Families, Persons with Disabilities, Youth, and Adults 65+. Some programs are for people with income below a certain level or for people in certain situations.

Introduction

The Provincial Government department responsible for the program or service is listed after the program name.

If there is only one telephone number for a program, or the telephone number is only listed once, it will be listed with the program information. If there is more than one telephone number, or if it is listed more than once, the information will be listed at the back of this Guide (pages 48-51).



WWW.GOV.NL.CA

For more information on provincial programs and services visit www.gov.nl.ca Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

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Explanation of Abbreviations

There are abbreviations used in this Guidebook. These are listed below, along with their meanings.

ABE	Adult Basic Education
CYFS	Department of Child, Youth and Family Services
ECE	Early Childhood Educator
GED	General Educational Development
GIS	Guaranteed Income Supplement (Adults 65+)
GST	Goods and Services Tax
HCS	Department of Health and Community Services
HOA	House of Assembly
HRLE	Department of Human Resources, Labour and Employment
LMAPD	Labour Market Agreement for Persons with Disabilities
LMDA	Labour Market Development Agreement
LMA	Labour Market Agreement
MBNS	The Mother Baby Nutrition Supplement
MCP	Newfoundland and Labrador Medical Care Plan
NHIP	Newfoundland Hospital Insurance Plan
NLCB	Newfoundland and Labrador Child Benefit
NLPDP	The Newfoundland and Labrador Prescription Drug Program
OAS	Old Age Security (Adults 65+)
PFGB	The Progressive Family Growth Benefit
PSB	Parental Support Benefit
TCR	Department of Tourism, Culture and Recreation
TTY	Text Telephone (Hearing/Speech Impaired)

FILING AN INCOME TAX RETURN

Did you know that even if you have no income or do not earn enough to pay taxes, filing an income tax return can help you?

Some program benefits are provided automatically based on your income tax return.

DO YOU FILE EVERY YEAR?

Did you know filing your income tax every year gives you access to many provincial and federal benefits?

Did you know that Income Tax and Credits can be back filed for up to seven years?

If you need help filing, call the Canada Revenue Agency at **1-800-959-8281**, TTY **1-800-665-0354**.

NOTICE OF ASSESSMENT

Some programs require a copy of your Notice of Assessment before you can get benefits. A Notice of Assessment is the form that the Canada Revenue Agency sends after processing returns that states the amount of taxes to be paid or refunded.

Note: For some programs and services, individuals may have to give personal information and/or apply. For other programs, eligibility is based on information from filing yearly income tax returns.

Financial Help

Several programs provide direct financial help to people with low income. An application must be completed for many of these programs or services.

General

Income Support Benefits (HRLE)

Income Support benefits (sometimes referred to as social assistance) provide financial assistance for basic personal needs such as food, clothing and shelter. (Also see section: Housing, Shelter and Home Supports, Page 11). Eligibility is based on income.

Other benefits may also be available depending on the person's needs, for example:

- Medical transportation
- Eye care
- Dentures
- Special diet allowance
- Comforts Allowance (for people in hospitals and shelters)
- Blind Persons Supplement
- Special Needs Assistance
- Housekeeper's Allowance
- Municipal Taxes Benefit
- Fuel Supplement
- Burials
- High School Incentive Allowance
- Victims of Violence Start Up Allowance
- Job Start Benefit
- Referrals to other services, departments or agencies
- Foundation Plan (drug card)
- Cost of Living Allowance for Coastal Labrador

To find out more about any of the benefits listed above, call one of the HRLE telephone numbers on page 48.

Income Support Appeals (HRLE)

Anyone who is notified that they are not eligible for Income Support benefits or who has had their benefits reduced or suspended may ask for a review of the decision. For more help, call the telephone number below.



(709) 729-2479

Harmonized Sales Tax Credit (FINANCE)

This is paid each October and is included with the federal GST credit. The amount paid is based on income from the year before. A person must file a yearly income tax return to receive this credit. For more help, call the number below.



1-800-959-1953



For more information on provincial programs and services visit www.gov.nl.ca
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Notes:

Home Heating Rebate (FINANCE)

This is money given to people with a household income below a certain amount, who pay to heat their home. Assistance is available no matter what type of heat source is used. For more help:



1-866-990-3444



To get an application form:

www.fin.gov.nl.ca/fin/tax_programs_incenties/home_heating_benefit.html



homeheatprogram@gov.nl.ca

Student Financial Services (EDUCATION)

Provides financial assistance to students attending designated educational institutions, both public and private. This is a needs based program, with assistance being provided in the form of loans and grants. For further information, call or email Student Financial Services.



(709) 729-5849 OR 1-888-657-0800



studentaid@gov.nl.ca

Seniors' Benefit (FINANCE)

Provides a payment to seniors who have a low income. The amount paid is based on family net income from the previous year. To qualify, a person must be 65 years of age by December 31st of the taxation year. Persons must **file an income tax return every year** to receive this refund. For more help, call the telephone number or email the address below.



(709) 729-3166



TaxPolicy@gov.nl.ca

Families

Newfoundland and Labrador Child Benefit— NLCB (HRLE)

This benefit is intended to help families raise their children. It is a tax credit for families with low income who have dependent children less than 18 years of age. To be eligible for this benefit, parents or guardians must **file an income tax return every year** and apply for Canada Child Tax Benefit. For more information on the CCTB, see page 47.

Notes:

Private Child Care (HRLE)

Parents or guardians receiving Income Support benefits while attending training or going to work may be able to get help with the cost of child care. Assistance with the cost of private or unregulated child care will only be considered when regulated child care is not available. For more help, call one of the HRLE telephone numbers on page 48.

UNREGULATED CHILD CARE

Child Care does not need to be regulated if: there are 4 or fewer children or if the care is provided by a close relative.

Child Care Subsidy Program (CYFS)

Helps parents or guardians pay for child care in a licensed child care centre or a regulated family child care home. Families must need child care for one of the following reasons:

- To go to work or training
- Parent has ongoing health care appointments
- Disability or illness of parent
- Child development
- Family support

Some or all of the cost may be covered depending on family income. For more help, call the child care services office in your region:



Eastern Urban	(709) 752- 4209
Eastern Rural	(709) 466- 6355
Central	(709) 651 -3306
Western	(709) 637- 2763
Labrador	(709) 896- 9170

REGULATED CHILDCARE

Regulated Child Care services are subject to provincial regulations and are inspected and monitored.

Notes:

Mother Baby Nutrition Supplement—MBNS (HRLE)

Provides financial assistance to low income pregnant women and families with children under 1 year of age who are eligible for the Newfoundland and Labrador Child Benefit (NLCB). The supplement is designed to assist with the extra cost of eating healthy during pregnancy and during a child’s first year of life. The pre-natal component of the MBNS is administered by HRLE and is issued to the expecting mother while the post-natal component is added to the child’s NLCB entitlement until one year of age. Also referrals can be made to Community Health Nurses and Family Resource Centres. Information on various community supports such as Healthy Baby Clubs is given. For more help, call the telephone number or visit the website below.



1-800-508-4788



www.hrle.gov.nl.ca/hrle/income-support/nutritionsupplement.html

Notes:

High School Incentive Allowance (HRLE)

Families receiving Income Support with dependent children over the age of 18 and under the age of 21 are eligible for this allowance providing the child attends the regular school system. For more information, call one of the HRLE telephone numbers on page 48.

Progressive Family Growth Benefit (FINANCE)

The Progressive Family Growth Benefit (PFGB) provides \$1,000 to individuals and families who have a baby or adopt. Children must be born or placed in the home for purposes of adoption on or after January 1, 2008 to qualify for this benefit. For more help call the telephone number or email the address below.



1-866-990-3444



parentalbenefits@gov.nl.ca

Parental Support Benefit (FINANCE)

The Parental Support Benefit (PSB) is a \$100 monthly benefit for up to twelve months that starts when a child is born or adopted. Children must be born or adopted on or after January 1, 2008 to qualify for this benefit. For more help call the telephone number or email the address below.



1-866-990-3444



parentalbenefits@gov.nl.ca

Persons with Disabilities

Special Child Welfare Allowance Program (HCS)

Provides financial help to families with a child with a disability under 18 years of age. It helps cover the costs of disability-related items and services needed for the child. The monthly amount depends on an assessment. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 49.

Support Trusts (HRLE/HCS)

A Support Trust is a trust fund where the assets and the annual interest are considered exempt when determining eligibility for Income Support provided by HRLE and disability supports provided by HCS. These may be set up on behalf of a person with a disability over the age of 18 years who requires supportive services. This support trust will not affect their eligibility for financial support from HRLE or HCS. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 49.

Personal Rate Allowance (HCS)

Adults with disabilities who qualify for the Provincial Home Support Program may also be eligible for a personal rate allowance, up to a maximum monthly amount. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 49.

Community Access Funding (HCS)

Persons with developmental disabilities may get money to take part in community activities. For more help or to apply, call one of the Regional Health Authority telephone numbers on page 49.

Notes:

Housing, Shelter and Home Supports

The Guidebook contains information regarding programs and services that provide housing, shelter and home supports for individuals and families. Newfoundland Labrador Housing (NL Housing) provides affordable rental housing to individuals and families with low income, including seniors, single parents, single people, Aboriginal people, and persons with disabilities.

2

General

Rental Housing Program (NL HOUSING)

Individuals or families may be eligible for low income rental housing if:

- Total household income is below a certain yearly level
- More than 30% of total household income is spent on rent and heat

NL Housing also works with community groups to offer housing for those with low income. For more help, call one of the NL Housing telephone numbers on page 48.



www.nlhc.nl.ca/programs/rentalho.htm

Education Incentive Program (NL HOUSING)

Tenants of NL Housing, with a child, dependent or adult in junior high, high school or a post-secondary school, may receive a monthly payment for each student. This program is considered exempt income by Income Support. It will not affect the amount of Income Support received by tenants of NL Housing. For more help, call one of the NL Housing telephone numbers on page 48.

Provincial Home Repair Program (NL HOUSING)

Provides money for:

- Completing vital repairs for homeowners with low income
- Bringing homes up to safety standards
- Making homes more accessible for seniors and persons with disabilities

Emergency repairs that are needed to make a home safe are given priority. For more help, call one of the NL Housing telephone numbers on page 48.

Victims of Violence (NL HOUSING)

If you are living in an abusive situation, and are seeking safe and affordable housing, Newfoundland Labrador (NL) Housing may be able to help you. For more information, call one of the NL Housing telephone numbers on page 48.

Emergency Supports for Victims of Violence

(HRLE)

Available for victims of violence including transportation to a safe location and accommodations. An individual or family in need of these services should contact the nearest shelter or call one of the HRLE telephone numbers on page 48.

Victim of Violence Start Up Allowance (HRLE)

Available to individuals leaving a violent relationship who are eligible for Income Support. This allowance helps with costs of setting up a new home, where the person is unable to get the necessary belongings from their own home. For more information call one of the HRLE telephone numbers on page 48.

Residential Tenancies Act (GOVERNMENT SERVICES)

This Act protects tenants in rental situations. For more help, call the toll free number or visit the website below.



1-877-829-2608



www.gs.gov.nl.ca/landlord/index.html

Home Heating Rebate (FINANCE)

See page 5 of this Guide.

Heating Oil Tank Replacement Program (FINANCE)

Provides money to homeowners with low income to help with the cost of replacing fuel oil tanks. Households using home heating fuel as the main heat source may receive the grant when the household fuel tank is replaced. For more help, call the telephone number below.



(709) 729-1695 OR 1-877-729-1695



To get an application form: www.fin.gov.nl.ca/fin/tax_programs_incentives/fuel_tank_replacement.html

CITY HOUSING

Did you know the City of St. John's Non-Profit Housing Division has 1, 2, 3 and 4 bedroom houses available for people who earn low and moderate incomes. Rent is based on family income. For more help, call the City of St. John's at (709) 576-8196, email housing@stjohns.ca or visit their website: www.stjohns.ca/cityservices/housing/index.jsp

Persons with Disabilities

Basic Board and Lodging Benefit (HRLE)

Provides a basic board and lodging payment on behalf of adults with disabilities living with their own or other families. Eligibility is based on the individual's income. For more help, call one of the HRLE telephone numbers on page 48.

Board and Lodging Supplement (Relatives and Non-Relatives) (HCS)

Provides additional financial assistance to adults with disabilities who need more than the basic monthly rate to live with relatives or non-relatives. It is available to adults with disabilities (aged 18-64) who are eligible for, or are receiving, board and lodging from HRLE. For more information or to apply call one of the Regional Health Authority telephone numbers on page 49.

Other Special Needs Funding (HCS)

Provides money for other minor expenses so a person with a disability can make their home more accessible or make minor household repairs. For more information or to apply call one of the Regional Health Authority telephone numbers on page 49.

Personal Care Homes Subsidy (HCS)

Provides a monthly subsidy to eligible persons who are moving into a personal care home. This subsidy is approved by the Regional Health Authority. For more information or to apply call one of the Regional Health Authority telephone numbers on page 49.

Education and Learning Help

The Guidebook contains information regarding programs and services that provide education and learning supports for individuals and families.

General

Student Financial Services (EDUCATION)

Provides financial assistance to students who are attending designated educational institutions, both public and private. This is a needs based program, with assistance being provided in the form of loans and grants. For further information, call or email Student Financial Services - see page 50 for telephone numbers and email address.

Student Loan Payment Deferral Program

(EDUCATION)

Helps persons with student loans who are unable to continue loan payments due to low income. For more help, call the telephone number below.



1-888-815-4514

Student Loan Corporation (EDUCATION)

Provides help to persons who have defaulted on their student loans or are unable to meet the loan repayment conditions. For more information, call or write the Student Loan Corporation at the telephone numbers or email address listed below.



St. John's Area: (709) 729-6465
1-877-520-8800



slcni@gov.nl.ca.

Adult Basic Education—ABE (EDUCATION)

ABE is a provincial program for adult learners. It is made up of three levels:

- Level I - Basic literacy, equal to Kindergarten-Grade 6
- Level II – Equal to Grades 7-9
- Level III – Equal to Grades 10-12

ABE is offered through:

- College of the North Atlantic (CNA)
- Non-profit community-based groups
- Some private training institutions

For more help, call one of the telephone numbers or visit the website below.



ABE Level I: (709) 729-7668

ABE Levels II and III: (709) 729-6860



www.ed.gov.nl.ca/edu/adultlearning/abe.html

Notes:

Scholarships for ABE

Scholarships for ABE students are available at the College of the North Atlantic. For more help, call the telephone number, email the address or visit the website below.



1-888-982-2268



info@cna.nl.ca



www.cna.nl.ca

General Educational Development—GED (EDUCATION)

The GED is a way for adult learners to earn a high school diploma. A person can take a GED test if they are:

- At least 19 years of age or older
- Not currently enrolled in a high school program
- Not a high school graduate
- A resident of Newfoundland and Labrador for six months or longer

For more help, call the telephone number or visit the website below.



(709) 729-7919



www.ed.gov.nl.ca/edu/adultlearning/ged.html

Successful Post-Secondary Transition Scholarship (EDUCATION)

Available to graduates of Adult Basic Education (ABE), General Educational Development (GED) or the Comprehensive Arts and Science College Transition program. Students must have completed these programs since September 2005 and be enrolled in their first year of a full-time program. For more help, call the telephone number below.



(709) 729-1738

Notes:

Scholarships, Bursaries and Grants at Memorial University

Memorial University offers many scholarships, bursaries and grants to students. For more help, please call the telephone number or visit the website below.



(709) 864-3956



www.mun.ca/scholarships/home/

Newfoundland and Labrador Public Libraries

There are public libraries throughout the province that lend books. Libraries also provide free public access to the internet. A list of libraries is in the yellow pages of the telephone book under "Libraries - Public". For more information visit the website below.



www.nlpubliclibraries.ca

INTERNET SERVICES

Did you know free internet services are available at your local library.

Notes:

Early Childhood Education Bursary Program

(CYFS)

Bursaries to Early Childhood Education students are available when they graduate from a two year diploma in Early Childhood Education. The bursary requires a two year return in service agreement, meaning that new graduates must commit to working in a regulated child care service in Newfoundland and Labrador for two years after graduation. For more information on these bursaries, call the telephone number or visit the website below.



(709) 729-3959



www.gov.nl.ca/cyfs

Persons with Disabilities

Training Services—Labour Market Agreement for Persons with Disabilities (HRLE)

Helps persons with disabilities develop the skills, and get the experience and support needed to prepare for, enter or remain in the work force. This program is cost-shared with the Federal Department of Human Resources and Skills Development Canada, and offers:

- Pre-employment Training
- Post-secondary Education
- Skills Training
- Technical Aids
- Other Supports

For more help, call the telephone number or visit the website below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca

4 Employment (Job) Help

Permanent Disability Benefit (EDUCATION)

Available to persons with permanent disabilities who are having trouble repaying student loans. For more help, call or email Student Financial Services - see page 50 for telephone numbers and email address.

Notes:

Employment (Job) Help

The Provincial Government offers a number of employment and job related programs and services.

General

Working and Employment (HRLE)

Persons who earn less than the benefit rates paid by Income Support may be eligible for a financial supplement. People who leave Income Support to work may receive full prescription drug coverage for 6 months. They may then qualify for the Prescription Drug Program Access Plan (see page 31). For more help, call one of the HRLE telephone numbers on page 48.

Job Start Benefit (HRLE)

Provides financial help to persons receiving Income Support with the cost of starting work. Verification of employment is required. This benefit is limited to once per year. For more help, call one of the HRLE telephone numbers on page 48.

Career and Employment Services (HRLE)

HRLE offers many programs and supports to help people prepare for, find and keep jobs. Individuals can visit a HRLE Office, including the new Career Work Centres located throughout the province, to get help with job search, training options, resume writing and interview skills. Staff can also help individuals with career planning and job matching with employers. To find the nearest Career Work Centre or for more information call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle



For more information on provincial programs and services visit www.gov.nl.ca. Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Notes:

Employment (Wage Subsidy) Programs (HRLE)

Helps employers offer work experience and jobs by paying a part of the wages. Programs vary in length and type and include:

■ **Graduate Employment Program**

Helps people who have graduated in the past two years from a post-secondary education program to get a job in their field of study. A wage subsidy is given to employers to hire recent graduates.

■ **NL Works**

Provides people with work experience and skills to improve their chances of finding a job. A wage subsidy is given to employers to create new jobs.

■ **Student Work and Service Program (SWASP)**

Helps persons planning to attend or return to a post-secondary school. Jobs can be for 5 to 14 weeks. Employers get a wage subsidy and students receive a tuition voucher for every week worked.

■ **Linkages**

Provides employment and career planning workshops to youth who have not completed post-secondary school. Employers get a wage subsidy. Youth receive a completion bonus towards the cost of their post-secondary education.

For more information call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle

Newfoundland and Labrador Employment Benefits (HRLE)

HRLE provides several employment and skills development benefits. These are called NL Benefits. NL Benefits are in addition to the career and employment programs and services noted above.

The NL Benefits include:

■ **Wage Subsidies**

Helps employers create new jobs and offer work experience to eligible individuals by paying part of the wages. Funding may also be available to provide employment supports to eligible individuals, including tools, equipment and short-term training.

■ **Job Creation Partnerships**

Helps organizations carry out non-profit activities and projects that provide eligible individuals with work experience leading to ongoing employment.

■ **Self-Employment Assistance**

Helps eligible individuals to start their own businesses and become self-employed with supports such as entrepreneurship training, customized coaching, and ongoing advice and client supports.

■ **Skills Development**

Helps eligible individuals to participate in education and training programs to develop their employment skills. Under this benefit, EI Clients will be expected to share the cost of training where appropriate.

Newfoundland and Labrador Employment Benefits *continued*

You may be eligible to receive these benefits if:

- You are currently receiving, or are eligible to receive, Employment Insurance (EI) benefits;
- You have received EI benefits at some point in the past three years; or
- You have received parental or maternity benefits under the EI program at some point over the past five years and are now seeking to re-enter the workforce.

NL Benefits are provided through the Canada/ Newfoundland and Labrador Labour Market Development Agreement. For more information call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle

Help with Finding a Job in Newfoundland and Labrador

Visit www.JobsinNL.ca which provides a listing of jobs available in Newfoundland and Labrador.

For easy access to other information about preparing for, finding and keeping work call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle

Employment Development Supports (HRLE)

Helps eligible people prepare for, find and keep a job, by providing:

- Assessment and employment planning
- Placement Support Allowance
- Short-term training
- Work supports

For more information call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle

Early Learning and Child Care Supplement (CYFS)

Provides direct financial support to eligible Early Childhood Educators (ECEs) working in licensed child care centres and regulated family child care homes.

For information on how to apply, call the telephone number or visit the website below.



(709) 729-2694



www.gov.nl.ca/cyfs

Notes:

4 Employment (Job) Help



For more information on provincial programs and services visit www.gov.nl.ca
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Labour Standards

Sets and enforces the minimum terms and conditions of employment in the province. This includes minimum wage, paid public holidays, vacation pay, hours of work, termination of employment, and various leaves. For more information call the telephone numbers, email the address or visit the website below.



1-877-563-1063

St. John's: (709) 729-2742

Corner Brook: (709) 637-2364



labourstandards@gov.nl.ca



www.gov.nl.ca/lra

Youth

Employment Programs (HRLE)

HRLE offers a number of programs for youth in high school, university or college, who want to earn money or credits towards the cost of their studies. For more information call the number or visit the websites below.



1-800-563-6600

TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres

www.gov.nl.ca/hrle

Persons with Disabilities

Career and Employment Services—Labour Market Agreement for Persons with Disabilities

(HRLE)

Helps people with disabilities develop the skills, and get the experience and support needed to prepare for, enter or remain in the work force. It offers:

- Job Counseling and Assessment
- Job Planning
- Technical Aids
- Supported employment funding for co-workers
- A link to community partners who deliver employment support services
- Other Supports

For more information call the number or visit the websites below.



1-800-563-6600 TTY: 1-866-729-4685



www.lmiworks.nl.ca/CareerWorkCentres
www.gov.nl.ca/hrle

Notes:

Office of Employment Equity for Persons with Disabilities - Opening Doors Program

(EXECUTIVE COUNCIL)

Offers programs and services to help persons with disabilities find jobs with the Provincial Government and crown corporations. Programs include Opening Doors, Targeted Wage Subsidy and Student Summer Employment.

To be eligible, persons must be on the Office's Client Registry. To register or for more information, call one of the telephone numbers below.



1-800-950-4414 OR (709) 729-5881

TTY: (709) 729-5441

Notes:



For more information on provincial programs and services visit www.gov.nl.ca
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Medical, Health and Wellness

The Provincial Government has a number of programs and services available to support health and wellness.

General

HealthLine (HCS)

Provides people with health advice and information from a registered nurse 24 hours per day, 7 days a week. All calls are confidential and free of charge. For more help call the telephone number or visit the website below.



1-888-709-2929



www.yourhealthline.ca/en

Pediatric Telephone Advice Line (HCS)

Provides people with health advice and information from a registered nurse 24 hours per day, 7 days a week. All calls are confidential and free of charge. For more help call one of the telephone numbers below.



1-866-722-1126 OR (709) 722-1126

Mental Health Crisis Line (HCS)

Provides a 24 hour telephone service for people who may be having mental health problems and need some immediate help. This service provides support and can also refer callers to ongoing support. All calls are confidential and free of charge. For more help call the telephone number below.



1-888-737-4668

Problem Gambling Help Line (HCS)

Provides a 24 hour telephone service for people who may be in crisis as a result of their gambling. This service provides immediate support and can also refer callers to ongoing support. All calls are confidential and free of charge. For more help call the telephone number below.



1-888-899-4357(HELP)

Newfoundland and Labrador Medical Care Plan—MCP (HCS)

Covers the cost of insured medical services for residents of the province, including immigrants and foreign students. For residents who are beneficiaries of MCP, the Newfoundland Hospital Insurance Plan (NHIP) provides coverage for insured hospital services. For help or to apply for a MCP card, call the telephone number below.



1-800-563-1557

Newfoundland and Labrador Prescription Drug Program—NLPDP (HCS)

The NLPDP provides financial assistance in the purchase of eligible prescription medications for those who reside in this province. There are four main plans under the program (see pages 31-32).

DID YOU KNOW

If you have private insurance, you may still be eligible for the NLPDP. In this case you would have to bill your private insurance first.

Newfoundland and Labrador Prescription Drug Program—NLPDP *continued*

■ The Foundation Plan

Provides 100 per cent coverage of eligible prescription drugs for persons and families who need the greatest support. Coverage is provided when HCS is notified that an individual or family:

- is receiving basic Income Support benefits from HRLE
- is a subsidized resident in a long-term care home or personal care home
- has children in care of Child, Youth and Family Services
- is in Community Youth Corrections
- is in receipt of community supports

■ The Access Plan

Provides coverage of eligible prescription drugs for persons and families with low incomes. The amount of coverage is based on income level and family status. To apply, an application form must be completed. To get an application form, call the telephone number or visit the website below.



1-888-859-3535



To get an application form: www.health.gov.nl.ca/health/prescription/index.html

Notes:

■ The Assurance Plan

Offers protection for persons and families against the financial burden of eligible high drug costs. This can be from the cost of one extremely high cost drug or the combined cost of different drugs. Coverage depends on income level and eligible drug costs. To apply, an application form must be completed. To get an application form, call the telephone number or visit the website below.



1-888-859-3535



To get an application form: www.health.gov.nl.ca/health/prescription/index.html

■ The 65Plus Plan

Provides coverage of eligible prescription drugs to residents 65 years of age and older who receive Old Age Security Benefits (OAS) and the Guaranteed Income Supplement (GIS). Coverage is for basic drug cost only and does not cover other charges such as dispensing fees. No application is necessary. Coverage is provided to eligible persons when HCS is notified by Service Canada that an individual is in receipt of OAS and the GIS.

Please Note:

Seniors who have limited residency in Canada, and do not qualify for OAS may also apply for coverage of eligible prescription drugs. For more help, call the telephone number or visit the website below.



1-888-859-3535 OR (709) 643-5421



www.health.gov.nl.ca/health/prescription/index.html

Medical Transportation Assistance Program (HCS)

Helps residents who have substantial travel costs from accessing insured health benefits which are not available within their area of residency and/or within the province. For more help, call the telephone number or visit the website below.



(709) 729-0628



To get an application: www.health.gov.nl.ca/health/mcp/travelassistance.html

Medical Transportation - Income Support Program (HRLE)

Assistance is available to persons and families who are eligible for Income Support benefits. Eligibility depends on distance and frequency of travel. Residents not in receipt of Income Support may be eligible for medical travel assistance by demonstrating financial need through completion of a financial assessment. For more help, call one of the HRLE telephone numbers on page 48.

Vision Care (HRLE)

Assistance is available to persons receiving Income Support benefits or individuals whose income is just above the Income Support rates. Eye exams, glasses and contact lenses are covered, up to a maximum amount. Dependents under age 18 can have these services once every 12 months and adults once every 36 months. For more help, call one of the HRLE telephone numbers on page 48.



For more information on provincial programs and services visit www.gov.nl.ca Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Special Diet Allowance (HRLE)

Persons receiving Income Support benefits may get help to buy the right foods for a medical condition, such as diabetes. Proof of the medical condition must be provided. For more help call one of the HRLE telephone numbers on page 48.

Health Equipment and Supplies (HCS)

Assistance in obtaining health equipment and supplies is available to persons living in the community. These items are provided through the Regional Health Authorities. Available items include:

- Equipment (such as bathing aids and wheelchairs)
- Health Supplies (such as dressings and catheters)
- Oxygen
- Orthotics

Eligibility depends on a financial assessment completed by HCS. For more help, call one of the Regional Health Authority numbers on page 49.

Notes:

Dental Health Plan (HCS)

For **children aged 12 and under**, this plan pays for basic procedures such as examinations, cleanings, fillings, extractions, ex-rays (limited) and sealants.

For **children aged 13 -17 years**, in families eligible for the Newfoundland and Labrador Child Benefit (NLCB) or who are receiving Income Support benefits or eligible under the NLPDP Access Plan, the plan pays for procedures such as examinations, ex-rays (limited), fillings, extractions and emergency examinations. For details contact your family dentist or HCS at the telephone number below.

Adults receiving Income Support benefits can have an emergency exam and extraction to ease pain and infection. For details contact your family dentist or HCS at the telephone number below.



1-800-440-4405

Mother Baby Nutrition Supplement (HRLE)

See page 8 of this Guide.

Notes:

Child Protection Services (CYFS)

Children have the right to be protected and to be safe. Unfortunately, there are times when children in Newfoundland and Labrador are harmed or abused. Child abuse includes physical, sexual or emotional harm, living with violence or being left without adequate supervision.

- Physical abuse is any non-accidental physical force or action that harms a child.
- Sexual abuse is the inappropriate exposure of a child to sexual contact, activity or behavior.
- Emotional abuse is anything that causes mental or emotional harm to a child.

To report child abuse call your local Child, Youth and Family Services office or contact your local police:



Child Protection Services:

General	(709) 729-2668
Eastern	(709) 752-4238 After Hours (709) 752-4619
Central	(709) 292-1210 After Hours (709) 292-2500
Western	(709) 637-2686 After Hours (709) 632-1577
Labrador Grenfell	(709) 896-9170 After Hours (709) 897-2000

Notes:

Provincial Home Support Program (HCS)

This program is for:

- Persons aged 65 years or older
- Persons with disabilities aged 18-64 years
- Children under age 18 living at home or in a caregiver home under Child, Youth and Family Services

Financial help towards the cost of support is offered for a person or family needing help with daily living activities. This help is provided by home support workers, attendants and other non-professionals. The individual can employ their own home support workers or arrange for workers from a home support agency. The Regional Health Authorities work with the individual to identify the type and amount of help needed.

Eligibility and Amount covered depends on a financial assessment completed by HCS. For more help, call one of the Regional Health Authority telephone numbers on page 49.

Notes:

Regional Health Authorities (HCS)

Health care services are delivered through the Regional Health Authorities. Each Authority provides institutional and community-based services for its region.

Institutional services include hospital and long-term care services. Hospitals and health care centers provide 24-hour emergency services, outpatient clinics, laboratory and x-ray services. Long-term care services are offered in long-term care homes and health care centres.

In the community, services may include:

- Home Care and Supportive Services
- Health Equipment and Supplies
- Health Promotion
- Community Corrections
- Health Protection, for example, Immunization
- Mental Health
- Addiction Services
- Intervention Services
- Residential Services
- Community Health Nursing Services
- Community Social Work Services

For more help, call one of the Regional Health Authority telephone numbers on page 49.



For more information on provincial programs and services visit www.gov.nl.ca
Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Justice Help

Department of Justice

Victim Services (JUSTICE)

Helps victims of crime, especially victims of violent crimes. Services are free of charge. Services can include: court information, support, court preparation, referrals to community services and counseling. For more help, call the telephone number or email the address below.



(709) 729-7970



victimservices@gov.nl.ca

Family Justice Services (JUSTICE)

Assists people to work out their custody, access, child support and spousal/partner support issues without having to go through a court hearing.

Services include:

- Information sessions
- Dispute resolution services
- Counseling for adults and children

For more information call one of the Family Justice Services telephone numbers on page 50.

Notes:

Support Enforcement Program (JUSTICE)

Helps to ensure that court ordered child support is paid. This program collects and distributes court-ordered funds for support, maintenance or alimony. For more help, call the telephone number or email the address below.



(709) 637-2608



seps@gov.nl.ca

Emergency Protection Orders (JUSTICE)

Emergency Protection Orders are short-term Court Orders (maximum of 90 days) that can place immediate conditions on a person in order to protect a victim of violence. For further information, call the telephone number for either your RNC police detachment or RCMP police detachment or the nearest Provincial Court or visit the websites on page 51.

Notes:

Other Services of Interest

General

Human Rights Commission

Helps people understand and comply with the Human Rights Code. This Code protects people from discrimination. For more help, call one of the telephone numbers, email the address or visit the website below.



1-800-563-5808 OR (709) 729-2709



humanrights@gov.nl.ca



www.justice.gov.nl.ca/hrc/

Royal Newfoundland Constabulary Public Complaints Commission

Investigates complaints against members of the Royal Newfoundland Constabulary. A complaint has to be registered within six months of the alleged incident. Complaint forms are available at the website below. For more help call the number, e-mail the address or visit the website below.



(709) 729-0950



RNCComplaintsCommission@gov.nl.ca



www.gov.nl.ca/rncpcc

Notes:

Legal Aid Commission

This program provides people with legal services, including:

- Access to a lawyer for any person, adult or youth, who makes a first appearance before the provincial and youth courts.
- Access to a lawyer, 24 hours a day, for any person being questioned or detained by a police officer.
- Help for people with legal problems who cannot afford a private lawyer. These services include adult and youth criminal offences, family law cases and hearings before the Workplace Health, Safety and Compensation Commission, Canada Pension Plan, Refugee Board, and HRLE.
- Help for families responding to an intervention by a child and youth social worker. This team-based approach includes a lawyer, paralegal and social worker. It is offered in Happy Valley-Goose Bay, Corner Brook and St. John's.
- Help for individuals with mental health issues in need of legal services is available through the St. John's office.

For more help call toll-free, email, or visit the web site below. Local office telephone numbers are listed on page 51.



1-800-563-9911 (24-hours a day)



nlac@legalaid.nl.ca



www.justice.gov.nl.ca/just/legalassist/legalaid.html

Government Services

Vital Statistics (GOVERNMENT SERVICES)

Vital Statistics registers and certifies all births, deaths, and marriages in the province. It also registers adoptions and legal name changes and certifies clergy and civil authorities for marriage ceremonies. For more information, certificate applications, or a list of Government Service Centre locations call or email Vital Statistics or visit the website below.



(709) 729-3308



vstats@gov.nl.ca



www.gs.gov.nl.ca

Consumer Protection (GOVERNMENT SERVICES)

Consumer interests and rights are regulated and protected under the *Consumer Protection and Business Practices Act*. Consumer affairs awareness and education services, including tips for seniors as well as telemarketing fraud and mail scam advice, are also available to help consumers make informed selections in the marketplace. For more information call the telephone number or visit the website below.



(709) 729-2618



www.gs.gov.nl.ca

Notes:

Motor Registration (GOVERNMENT SERVICES)

The Motor Registration Division is responsible for:

- the issuance of mobility impaired parking permits
- testing for and issuing drivers licences
- issuing photo identification cards
- the annual licensing or registration of vehicles
- payment of outstanding traffic fines and sales tax on vehicle transfers
- managing driver convictions, suspensions, and accident/medical records

For more information, applications, online vehicle renewal, or a list of Government Service Centre locations call or email Motor Registration or visit the website below.



1-877-636-6867



mrd_info@gov.nl.ca (General Inquiries)



www.gs.gov.nl.ca

House of Assembly (HOA)

Office of the Citizen's Representative (HOA)

Investigates decisions, acts or omissions by the Provincial Government. This is done in situations where there are no other appeal options. For more help, call the telephone number, email the address or visit the website below.



(709)-729-7647 OR 1-800-559-0079



citrep@gov.nl.ca



www.citizensrep.nl.ca

Office of the Child and Youth Advocate (HOA)

Provides advocacy services on the rights and interests of children and youth. For more help, call one of the telephone numbers, email the address or visit the website below.



(709) 753-3888 OR 1-877-753-3888

TTY: (709) 753-4366



office@ocya.nl.ca



www.childandyouthadvocate.nl.ca

Culture and Recreation

Parks and Natural Areas (ENVIRONMENT AND CONSERVATION)

There are parks and natural areas throughout the Province. To find out more about parks and natural areas in the province, or to make a reservation, call the number or visit the website below.



1-877-214-2267



www.env.gov.nl.ca/parks

Arts and Culture Centres (TCR)

There are six Arts and Culture Centres located throughout the province that offer a wide variety of programming from the best that Newfoundland and Labrador has to offer to diverse artists from across Canada and abroad. These are located in St. John's (head office located on Prince Phillip Drive), Gander, Grand Falls-Windsor, Corner Brook, Stephenville and Labrador West. For more information, check the blue pages of the phone book or visit the Arts and Culture website below.



www.artsandculturecentre.com/

The Rooms (TCR)

The Rooms is home to the Provincial Museum, Provincial Art Gallery and the Provincial Archives. The Rooms has free admission every Wednesday evening from 6:00 pm to 9:00 pm. Students and seniors get a discount on admission price.

There are also seasonal branch museums in North West River, Grand Falls–Windsor and Grand Bank. For more information call the telephone number or visit the website below.



(709)-757-8000



www.therooms.ca

Provincial Historic Sites (TCR)

There are 12 Provincial Historic Sites that have Guides available. Admission is free on Sundays at 11 of the 12 Sites. Provincial Historic Sites are seasonal. For a full listing of these sites and contact information check the blue pages of the phone book or visit the website below.



www.tcr.gov.nl.ca

Provincial Training Centres and Pools (TCR)

Sport and Recreation Training Centres are located in Stephenville and Happy Valley-Goose Bay. Pools are located in Happy Valley-Goose Bay, Gander and Corner Brook. In Gander and Corner Brook pools are located in the Arts and Culture Centre. For more information, check the local phone book or visit the website below.



www.tcr.gov.nl.ca

Government of Canada Information

This Guide gives information on Government of Newfoundland and Labrador programs and services. Many of these provincial programs need you to file an income tax return. Some provincial programs also need you to apply and receive a federal program. For example, to get the Newfoundland and Labrador Child Benefit (page 6) you have to apply and receive the Canada Child Tax Benefit.

There may be federal programs and services of benefit to you. For details or help with federal government programs, call one of the telephone numbers or visit the website below.



1-800-O CANADA
1-800-622-6232



www.canadabenefits.gc.ca

Canada Child Tax Benefit (FEDERAL GOVERNMENT)

This is a tax-free monthly payment, made to eligible families to help with the cost of raising children under 18 years of age. Families must apply when the child is born or comes to live with them. To get this benefit, and to keep getting it, **parents or guardians must file an income tax return every year**. For more help, call the telephone number or visit the website below.



1-800-387-1193



www.canadabenefits.gc.ca



To get an application form:
www.cra-arc.gc.ca/E/pbg/tf/rc66/README.html

Important Contacts



WWW.GOV.NL.CA

For more information on provincial programs and services visit www.gov.nl.ca Click on **Departments/Agencies** and then click on the department responsible for the program you are looking for.

Department of Human Resources, Labour and Employment (HRLE)

Avalon	1-877-729-7888	TTY: 1-888-380-2299
Central	1-888-632-4555	TTY: 1-877-292-4205
Western	1-866-417-4753	TTY: 1-888-445-8585
Labrador	1-888-773-9311	TTY: 1-866-443-4046

TTY is for persons with hearing impairments.

Email: hreweb@gov.nl.ca
www.hrle.gov.nl.ca

Office of Immigration and Multiculturalism (HRLE) (709) 729-6607

Newfoundland Labrador Housing (NL Housing)

Avalon	(709) 724-3000
Corner Brook	(709) 639-5201
Gander	(709) 256-1300
Happy Valley- Goose Bay	(709) 896-1920
Grand Falls-Windsor	(709) 292-1000
Marystown	(709) 279-5375
Stephenville	(709) 643-6826

www.nlhc.nl.ca

Newfoundland and Labrador HealthLine (HCS)

TTY: 1-888-709-3555
www.yourhealthline.ca

Department of Child, Youth and Family Services

(CYFS)

(709) 729-0760
www.gov.nl.ca/cyfs

Department of Health and Community Services (HCS)

(709) 729-4984
Email: healthinfo@gov.nl.ca
www.health.gov.nl.ca

Regional Health Authorities (HCS)

Eastern Health Authority

St. John's.....(709) 752-4800
Rural Avalon.....(709) 759-3354
Bonavista, Clarenville.....(709) 468-5172
Burin.....(709) 279-7900
www.easternhealth.ca

Central Health Authority

Gander.....(709) 651-3306
Grand Falls – Windsor.....(709) 489-8150
www.centralhealth.nl.ca

Western Health Authority

Corner Brook.....(709) 637-5000
Stephenville.....(709) 643-8700
www.westernhealth.nl.ca

Labrador-Grenfell Health Authority

St. Anthony.....(709) 454-3333
Happy Valley – Goose Bay.....(709) 897-2000
www.lghealth.ca

Mental Health Crisis Line (HCS)

1-888-737-4668 OR St. John's: (709) 737-4668

Important Contacts

Problem Gambling Help Line (HCS)

1-888-899-4357(HELP)

Emergency Spill Number

1-800-563-9089 OR 772-2083

Department of Education (Education)

(709) 729-5097

Student Financial Services (Education)

(709) 729-5849 OR 1-888-657-0800 (toll free)

Email: studentaid@gov.nl.ca

Family Justice Services (Justice)

St. John's(709) 729-1183

Carbonear.....(709) 945-3223

Clareville.....(709) 466-4036

Marystown.....(709) 891-4137

Gander.....(709) 256-1205

Grand Falls-Windsor.....(709) 292-1194

Lewisporte.....(709) 535-6266

Corner Brook.....(709) 634-4174

Stephenville.....(709) 643-8396

Happy Valley Goose Bay.....(709) 896-7904

Labrador City.....(709) 944-3209

Other Contacts

Child and Youth Advocate (House of Assembly)

(709) 753-3888 OR 1-877-753-3888

TTY: (709) 753-4366

Email: office@ocya.nl.ca

www.childandyouthadvocate.nl.ca

Citizen's Representative (House of Assembly)

(709)-729-7647 OR 1-800-559-0079

Email: citrep@gov.nl.ca

www.assembly.nl.ca/ (click on Offices)

Legal Aid Commission

- St. John’s (General)(709) 753-7860
- Mental Health Office(709) 726-8966
- Family and Child Legal Aid(709) 753-0722
- Carbonear(709) 596-7835
- Clarenville(709) 466-7138
- Marystown (709) 279-3068
- Gander (709) 256-3991
- Grand Falls-Windsor(709) 489-9081
- Corner Brook (General)(709) 639-9226
- Family and Child Legal Aid(709) 634-4391
- Stephenville(709) 643-5200
- Happy Valley – Goose Bay (General).....(709) 896-5323
- Family and Child Legal Aid(709) 896-4136
- Labrador West(709) 282-3425

The Royal Newfoundland Constabulary

www.rnc.gov.nl.ca

The Royal Canadian Mounted Police

www.rcmp-grc.gc.ca/nl/detach/index-eng.htm

The Provincial Court locations

www.court.nl.ca/provincial/locations.htm

Notes:

Feedback

Did you find this guide useful? If yes, why? If not, why not?

How can we make the guide better?

Where did you get your copy?

Please return this form to: **Poverty Reduction Strategy**
P.O. Box 8700
St. John's, NL
A1B 4J6



Or, Email your comments to:
povertyreduction@gov.nl.ca

Poverty Reduction Strategy
Department of Human Resources,
Labour and Employment
P.O. Box 8700
St. John's, NL
A1B 4J6
Email: povertyreduction@gov.nl.ca

